



CharMeck 311 Fast Facts

CharMeck 311 began service in 2006. It is an integrated, full-service customer service organization that provides directory assistance, general information, creates service requests and directs calls to other departments. It is a one-stop-shop for citizens of Charlotte and Mecklenburg County needing information about services.

BUDGET

\$7,448,375

NUMBER OF EMPLOYEES

141

CUSTOMER SERVICE INFORMATION

NUMBER OF CUSTOMERS

CharMeck 311 answered 1.5 million calls in 2011.

PROGRAMS FOR CUSTOMERS

311's Bill Pay is an online billing service center where citizens can pay water bills, property taxes, other taxes, parking tickets and alarm fines.

311's Request and Report service allows citizens to report pot holes, report crime, and request trash pick-up, dead animal pick-up, request sidewalk repairs or make other service requests.

311's Records and Documents service gives citizens access to accident reports, police reports, birth and death certificates and property tax records.

ONLINE ENHANCEMENTS FOR CUSTOMERS OR OTHER CONVENIENCES

CharMeck 311 offers self-service options via enhanced web presence, improved and expanded interactive voice response system and mobile apps for smartphones.

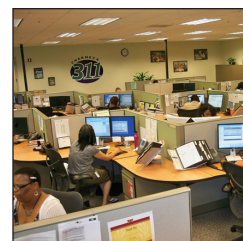
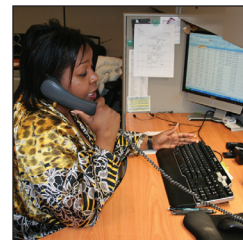
SERVICES DELIVERED

CharMeck 311 offers customer service during the hours of 7 a.m. and 8 p.m. seven days a week. Staff provides directory assistance and referrals, general information requests, specific information requests, service requests, transactional requests, research requests and back-office requests.

Reports can be made online for sight obstruction, schedule bulky item collection, reserve park shelters, report high weeds and grass and other services.

AWARDS AND RECOGNITION

CharMeck 311 Rates High on Service – 2011: In a series of "How's Our Service" surveys conducted in 2011, CharMeck 311 and its agents scored 4.5 on a 5 point scale for service among callers polled. An independent survey group found CharMeck scored 8.8 on a 10 point scale of satisfaction among callers.



CHARLOTTE.

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